Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact .
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | **Top Number - Total Incidents** | | |
| | **Bottom Number - First Contact Resolution** | | |
	Low	Medium	FCR Total
Labor Commission	73	1	74
	41	0	41
Customer Company Total	73	1	74
	41	0	41

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Labor Commission	73 3	1 0	74 3
Customer Company Total	73 3	1 0	74 3

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Labor Commission	73 0.15	1 0.71	74 0.16
Customer Company Total	73 0.15	1 0.71	74 0.16

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Labor Commission	73 2	1 0	74 2
Customer Company Total	73 2	1 0	74 2

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents		
	Bottom Number - Average time in hours		
Customer Company	**Low**	**Medium**	**ATTR Total**
Labor Commission	73 1.65	1 0.72	74 1.64
Customer Company Total	73 1.65	1 0.72	74 1.64

Labor Commission

Detail

INC000000355305	Alan L Hennebold	Mobile Devices	Error	BlackBerry Enterprise Server	TIR Missed: No	TIR:	0.71
Application Services		Danielle Hood	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.83
INC000000355801	Pete Hackford	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000356132	Heather Gunnarson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000356198	Ami Windham	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.38
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000356471	David Lamb	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000356693	David Lamb	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	
INC000000356943	Evelyn S Partner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.81
INC000000357115	Heather Gunnarson	Mobile Devices	Error	iPhone	TIR Missed: No	TIR:	0.40
Application Services		Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000357279	Ami Windham	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000357441	Tonya Gallegos	None	None	None	TIR Missed: No	TIR:	0.46
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.14
INC000000358066	Tonya Gallegos	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358295	Shirley Cordova	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358342	Nicole Nguyen	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.15
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.69
INC000000358680	Tonya Gallegos	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000358878	Cheryl Luke	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000359009	Mark Leblanc	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.13

Labor Commission

INC000000359494	Jamie Kittrell	Telecom	Feature	None	TIR Missed: No	TIR:	0.27
	Voice Operations	Kelly Johnson	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000359946	Donald Walker	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000360075	Ami Windham	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000360088	Lola Chacon	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000360096	Ami Windham	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	3.21
INC000000360138	Nicole Nguyen	Application	Error	Industrial Accident	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000360173	Eric Steadman	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000361068	Alan L Hennebold	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.66
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000361107	Bobbi Smith	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000361161	Tonya Gallegos	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000361210	Debbie King	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000361900	Tiffany Simpson	Application	Error	Industrial Accident	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000362085	Dennis Flynn	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.14
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000362091	Elena Bensor	Telecom	None	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000362601	Karla Staker	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000363163	Evelyn S Partner	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000363361	Blaine Holdaway	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.41
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.54

Labor Commission

INC000000364346	Brent Asay	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.25
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000364385	Brent Asay	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.08
	Application Services	Tony Larsen	Labor Commission	Low	Resolved	TTR Missed: Yes	TTR:	61.56
INC000000364780	Izzy Luna	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Lois Schow	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000364883	Joy Lawrence	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	5.86
INC000000365079	Lois Gutierrez	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000365085	Dennis Flynn	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.06
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000365099	Patsy Ortega	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000365114	Robert B Valdez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000365593	Alicia Zavala-Lopez	Application	Reporting	None		TIR Missed: No	TIR:	0.71
	Metro A Desktop Support	Rodney Austin	Labor Commission	Medium	Closed	TTR Missed: No	TTR:	0.72
INC000000366279	Sherrie Hayashi	Mobile Devices	Error	iPhone		TIR Missed: Yes	TIR:	1.77
	Application Services	Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.14
INC000000366621	Ami Windham	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367130	Shaheen Safiullah	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.46
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000367383	Kirk March	Application	Password	Utah Master Directory		TIR Missed: Yes	TIR:	1.67
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.67
INC000000367566	Patsy Ortega	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000367633	Adam Sweet	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000367645	Alicia Lopez	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000368590	Brad Thurman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: Yes	TTR:	7.91

Labor Commission

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000368821	Lois Gutierrez	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000369343	Lola Chacon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000369525	Connie Zaccheo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.11
INC000000370831	Jamie Kittrell	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 2.42
INC000000371286	Lorrie Lima	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.22
	Voice Operations	Romanza Hamblin	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 1.15
INC000000371458	Pete Groesbeck	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.15
	Voice Operations	Romanza Hamblin	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 1.96
INC000000371643	Shaheen Safiullah	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR: 1.21
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 1.64
INC000000372162	Dennis Flynn	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.25
	Voice/Data/WAN Services	Spencer Blodgett	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 1.43
INC000000372285	David Lamb	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000372311	Tonya Gallegos	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.00
	Voice Operations	Lois Schow	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.02
INC000000372350	Pete Groesbeck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000372675	Kate McNeill	PC/Laptop	None	None	TIR Missed: No	TIR: 0.33
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.49
INC000000372787	Bobie Tupou	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000372923	Gina Spjut	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000372997	Josef Sharp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low / Resolved	TTR Missed: No	TTR:
INC000000373035	Josef Sharp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 0.00
INC000000373066	Aurora Holley	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.06
	Voice Operations	Romanza Hamblin	Labor Commission	Low / Resolved	TTR Missed: No	TTR: 1.20

Labor Commission

INC000000373138	Rosalee Oakeson	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.11
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000373177	Aurora Holley	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373259	Monica Smith-Austen	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Britany Finlay	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.99
INC000000373279	Pete Groesbeck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373416	Thuy Nguyen	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.24
	Voice Operations	Britany Finlay	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000373423	Gina Spjut	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373858	Brad Thurman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00